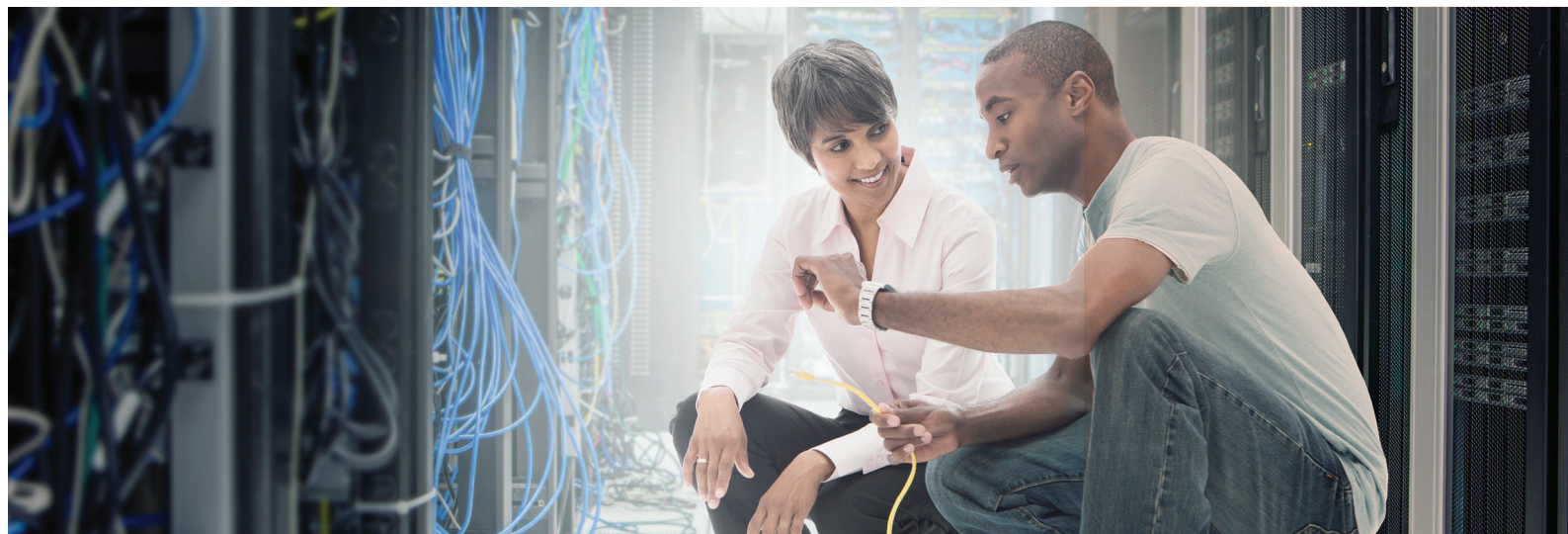




FortiCare 360° Services



Introduction

As an Enterprise or Communication Service Provider, your security infrastructure is critical to your business success and that of your customers and partners. Interruptions to business applications can result in a loss of productivity, revenue and quickly impact customer confidence.

Our simple 360° philosophy is to provide our security expertise when and where you need it. FortiCare Services are available to accompany you throughout the life cycle of your security projects with support delivered by a global team available every minute of every day.

FortiCare Technical Support Services are aimed at reducing the impact of network incidents through the provision of product support by security experts combined with flexible hardware replacement options.

Our Premium and Professional services provide unparalleled security expertise as an enabler to your success, by ensuring your Fortinet solutions are performing optimally. protecting corporate assets with the best security technology available.

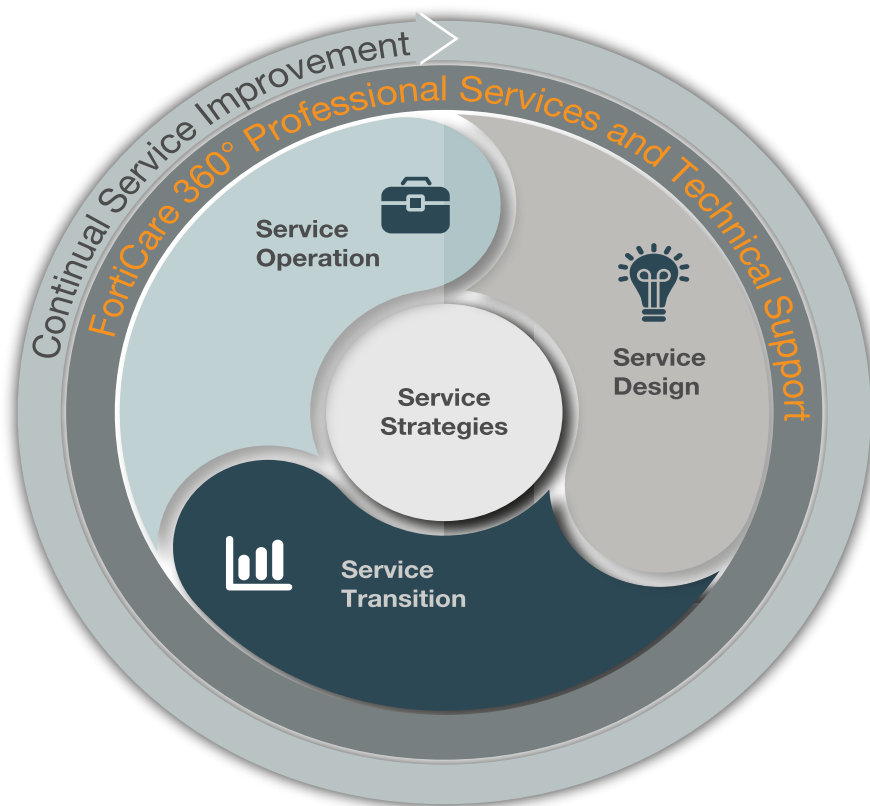
From product support to technical consulting Fortinet can tailor services to match your specific needs, whatever the business requirement.

Benefits

- 360° Philosophy
- Meeting your Needs and Understanding your Requirements
- Rich portfolio of Professional & Premium Services to Assure your Security Investment
- Fortinet's Security Expertise at YOUR Service

360° Life Cycle Services

FortiCare Services are designed to support our customers throughout the life cycle of an existing or new security infrastructure, providing the know-how and support, so that you can implement and operate our products secure in the knowledge you are making the full use of their capabilities and have the right support on hand when you need it.



FortiCare Technical Support Services are essential for the operational phase to maintain your Fortinet infrastructure and assure optimal and efficient operation. It provides for access to technical support experts, upgrades to firmware and flexible hardware replacement services.

FortiCare Premium Services minimizes operational downtime by providing fast incident resolution when a problem occurs and working closely with you to plan, test and implement service transitions.

FortiCare Professional Services assist in the design and transition phase by providing expertise and experience to assist you in implementing the best possible security protection Fortinet's products and solutions can deliver.

360° Global Services

FortiCare Services are delivered by a team of global security experts who provide efficient and timely support, wherever you are and whenever you need them.

Our **Global Customer Services and Support (GCCS)** team which comprises: Customer Services, Technical Support and Professional Services is the customers single point of contact for all service and support requirements. Fortinet has made strategic investments to ensure a best in class global infrastructure, staffed by experts, with the aim of assisting our customers to deliver successful projects.

The GCCS organization is spread across three regional Centres of Expertise (COE) focused on delivering technical and service excellence. Each COE is supplemented by regional support centres providing additional language and geographical coverage to best address our customers needs.

Each region has a state-of-the art FortiLab which contains a full range of Fortinet appliances, third party products and industry standard test equipment. The FortiLabs utilize a network layout and management interface which was developed by our support engineers. As a result complex setups are made easy and configurations or software versions can be modified at a click which allows our teams to spend more time focusing on data analysis and the provision of solutions.

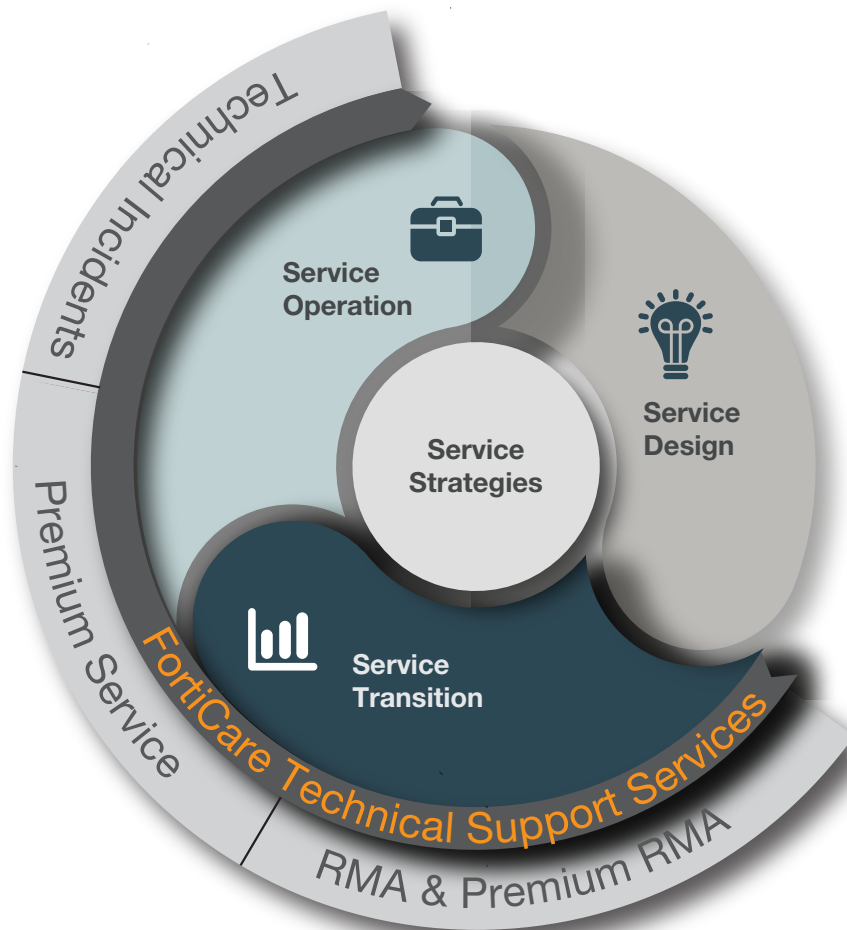


In order to fulfill the need for replacement hardware, Fortinet has a **Global Logistics Infrastructure** comprising thirty five in-country hardware storage facilities fulfilling our Advanced Replacement and Return & Replace services. Moreover, to assure our Premium SLA service there are currently more than two hundred regional depots strategically located close to our customers.

FortiCare Technical Support

FortiCare Technical Support provides global support on a per product basis. By subscribing to these services, organizations are ensured a timely response to any technical issue as well as complete visibility on ticket resolution progress.

All FortiCare support services include: firmware upgrades; access to the support portal and associated technical resources; reporting on technical incidents (via the web, chat and telephone); as well as a hardware return option.



FortiCare 8X5

Provides access to technical support via the web portal, online chat system and via the telephone. The service also includes a return and replace service for hardware failures. This service allows fast and easy written access to technical support requests.

FortiCare 24x7

The 24x7 service includes access to technical support on a 365x24x7 basis as well as an advanced replacement service for hardware failures. This service provides the assurance of around the clock coverage and fast turnaround for replacement of defective hardware.

FortiCare Premium Technical Support

FortiCare Premium Services are tailored for the most demanding customers and provide focused support during the operational life cycle of your infrastructure. The aim is to assist you to manage your network and deliver accelerated resolution should a technical incident occur.

Premium RMA

Aimed at minimizing down-time, FortiCare Premium RMA hardware replacement services options include 24x7 Next Day Delivery, 4 Hours On-site Courier and 4 hours On-Site Engineer.

The **Secure RMA** service allows for non-return of an appliance for those customers with strict rules and requirements for physical data protection.

Preferred Technical Support

Providing an assured incident response, Preferred Technical support is designed for new or expanding implementations, where real-life experience, demonstrates that most incidents occur during the first six months of deployment. The service is delivered by a Designated Engineer who is chosen based upon your product portfolio. An Account Support Plan captures escalation contact points and eases information flow with the aim of facilitating incident resolution. The Service enhances operational transactions, allows for a clear flow of information and provides assurance for your Fortinet security infrastructure

Technical Account Manager (TAM)

The FortiCare Technical Account Manager (TAM) service is aimed at customers requiring a proactive, collaborative and assured level of technical support. The aim is to maximize the efficiency of your security infrastructure, avoid incidents and improve your return on investment.

The TAM acts as the single point of contact for technical incidents and through regular meetings builds an in-depth understanding of your infrastructure and business requirements. If a critical incident occurs there are SLAs for resolution, root cause analysis and a business escalation matrix to facilitate communication paths.

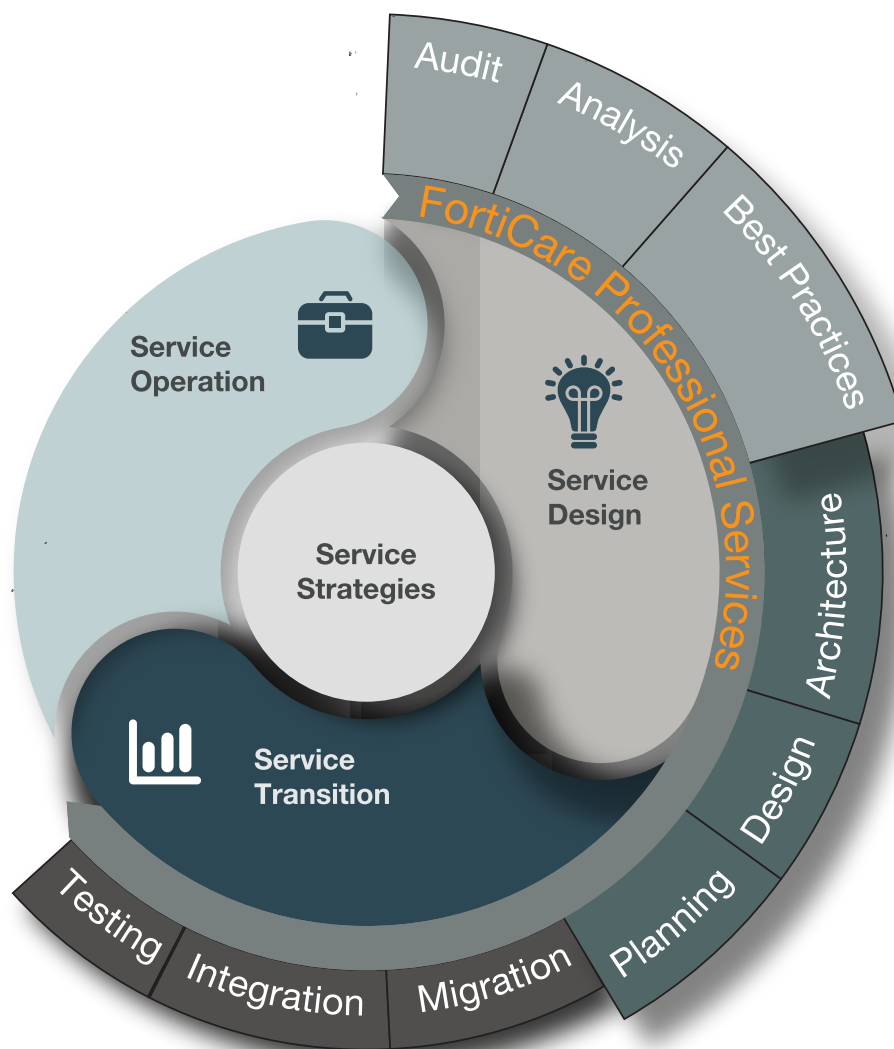
To assist with operational risk reduction there are focused pro-active activities; if a software upgrade is required, the TAM will propose the most appropriate software revision, perform bug scrubbing and test the upgrade; if an issue, which may impact your network is reported by another customer, the TAM will notify you. To track effectiveness, quarterly service reports are provided and discussed allowing an opportunity to review collaboratively areas for continuous improvement.

With our Premium TAM Service you are assured that you have a support expert on hand who understands your business and technology infrastructure.

FortiCare Professional Services

Complex implementations require focused planning, thorough testing, effective knowledge transfer and seamless management.

FortiCare Professional Services are driven by experienced consultants, assigned to work closely with our customers to manage the overall scope, schedule, resources and quality of the project. As an integral part of our GCSS team, access is assured to technical support and lab resources, as a result our consultants are able to deliver a complete, precise and timely solution.



Our methodology includes all service life cycle phases namely, Service Design, Transition and Operation. Depending on the complexity of the engagement and the specific requirement customers may choose any or all of the FortiCare services.

Design & Implementation

An effective design provides a defence against security threats and minimizes the risk of downtime. Design and implementation services provide for best practice security expertise, detailed documentation and ongoing knowledge transfer.

Integral to a successful design is our comprehensive documentation including network addressing, routing topologies, firewall rules as well as a migration methodology customized for your environment. For the implementation and transition phase Fortinet can provide a knowledge transfer based on the specific solution provided, as well as full on-site assistance with the configuration and operational deployment.

Firewall Migration

Our migration services provide a systematic and assured mechanism to deliver a seamless infrastructure refresh. The Professional Services team will work with you to understand the technical requirements and build a strategy for an effective migration including acceptance testing to verify business application integrity.

Fortinet has developed tools and resources to optimize this process and as a result our Professional Services team have access to an evolving set of scripts, architectures, and configurations of proven designs and implementations. You will be provided with best-in class expertise from our team of Consultants who possess the detailed experience and knowledge to help you achieve your business objectives.

Resident Engineer

Tailored for the most demanding customers the Resident Engineer is a be-spoke service designed to ensure operational effectiveness. The service provides a dedicated support expert either on-site or remotely to assist with your on-going security infrastructure requirements including configuration, evolution and support. As a result you will more effectively manage incidents, and, assure your ongoing investment with the long term engagement of a Fortinet expert.

Security Analysis Services

With the increased frequency, volume and impact of security attacks including Distributed Denial of Service (DDoS), more and more enterprises are deploying Fortinet's products as an essential element of a complete security strategy. The Security Analysis Service which is available for the FortiDDoS and FortiWeb product families aims to maximise your investment, by optimizing the configuration of your appliance in your specific security environment.

The service is delivered by Fortinet's security experts who possess the requisite know-how, knowledge and experience to analyze your infrastructure and security requirements. Upon completion your team will gain a more in-depth understanding of the technology and you will be assured of the optimal configuration for your environment.

Bespoke A-La-Carte Services

FortiCare unique combination of global presence and security expertise enable us to provide our customers a tailored, a-la-carte service to meet their specific and unique security project life cycle needs. Our customers can build tailored and dynamic FortiCare packages combining different professional and technical support services throughout the project life cycle.



Ref # 7011056.2.4-07-20-2015

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